

June 16, 2017

Announcement 1392

## **Urgent: Payment Delay for Certain Claims**

Due to the upcoming end of the Nevada state fiscal year on June 30, 2017, it is anticipated that there may be a delay in claims payment for services provided to Nevada Medicaid recipients. The pended claims will potentially affect all provider types for services provided to **Newly Eligible and Waiver recipients**. Affected claims will automatically be released on remittance advices dated June 16, 2017, June 23, 2017, and June 30, 2017.

Providers are reminded that they can avoid holding for a Customer Service Call Center representative by verifying the status of claims through the Electronic Verification System (EVS) on the Provider Web Portal or the Automated Response System (ARS).

- EVS is accessed through the Nevada Medicaid website at [www.medicaid.nv.gov](http://www.medicaid.nv.gov). Select the “EVS” tab to review the User Manual and to register or login to EVS. [EVS User Manual Chapter 3](#) provides step-by-step instructions on searching and viewing claims that providers have submitted.
- ARS is accessed by telephone by calling (800) 942-6511.